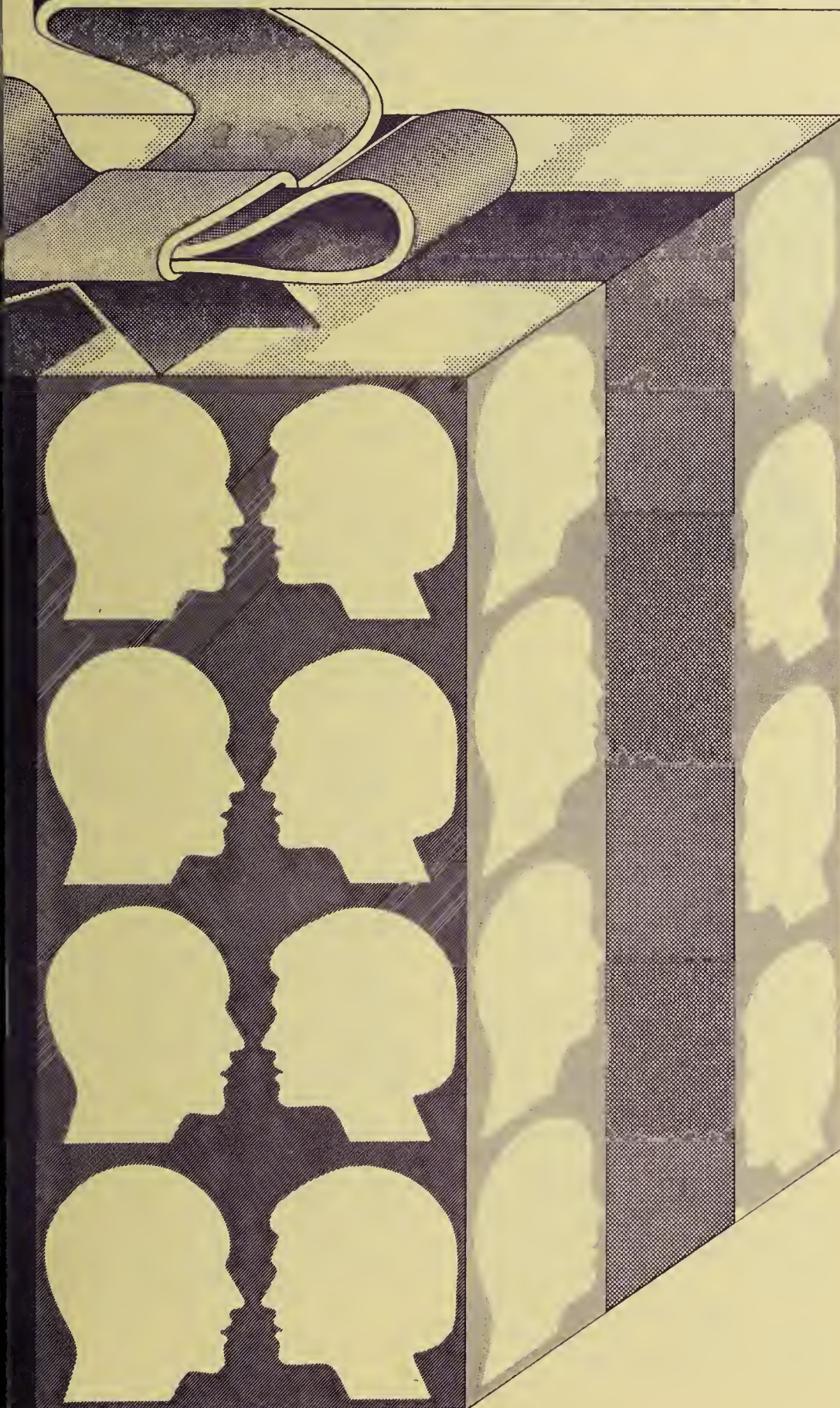


# Rapping Paper

Fall 1985

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## First Edition

by Dorothy Gulliver

Rapping Paper is a publication of Central Services, a service support division of the Faculty of Medicine.

With three issues per year — October, January and April, we will keep you abreast of the various services we offer, new services introduced, new personnel, and in general 'rap' about how we can assist you. We hope you will find this publication informative and entertaining. As a service organization, we welcome your ideas, comments, and critiques on how we can best serve your needs. For further information, please contact our Editor, Marilyn Hodgkinson, at 4427 or visit her in room 3247 in the Medical Sciences Building.



## We've Come a Long Way Baby!



*From l. to r. are TPS staff Linda Sefton, Penny Hay-Roe (Supervisor), Gail Landau, Sonja Lindegger, Michelle Amaya-Torrés, Elise Axelrad, Lisa Panzica, Maureen Donnan.*

by Penny Hay-Roe

Temporary Personnel Services was born on a warm summer day in June of 1984 when Linda Sefton accepted a temporary assignment in the Faculty of Medicine, Dean's Office. I am pleased to report that Linda is still with us and is presently working in the Technical Services Office.

Many of our early employees continue to enjoy interesting and varying assignments within the University. In addition, we are constantly recruiting new employees to fulfill the increasing needs of our growing service. Many T.P.S. Staff are drawn to the University because of the unique atmosphere of an academic environment. Their enthusiasm and diligence has generated comments from our clients such as:

"... is a pleasure to have around. Work is done quickly, accurately and conscientiously."

"... virtually ran the office for a week."

"... was a polite, punctual, efficient worker."

A wide range of services are available to our clients. T.P.S. has a staff who are willing and eager to stuff envelopes, file,

type, deliver, photocopy, answer phones, operate word processing equipment, take and transcribe dictation, conduct research and more. Many of our employees are University students who are familiar with the campus and University procedures. To help augment their skills and better serve our clients, we now offer our staff word processing training as well as training in completion of University of Toronto forms.

Departments within the University of Toronto require temporary assistance for a variety of reasons.

T.P.S. Staff have filled in during vacations and maternity leaves, at grant ends and between staff appointments. We have also come to the aid of ailing offices on campus, helping out with anything from broken bones to morning sickness and from winter colds to summer allergies.

The trials and tribulations of running the T.P.S. office are many. The service is growing so rapidly that the statistical charts have had to be redone *twice* because the graphs keep running off the

page! And recently, not one but *two* maternity leave assignments began a little prematurely due to unexpected early arrivals!

Our "Team Effort" approach provides our clients with the motivated support they require, and our staff with a sense of belonging that is crucial to a happy existence in the temporary field.

We've come a long way since that summer day just over a year ago, and the future promises to take us farther still.

## What Can MDC Do For You?

by Danny Paul

If you purchase supplies for the laboratory or office, you should know about MDC-the Materials Distribution Centre. MDC stocks over 2,000 items on campus and has large volume blanket orders with 246 vendors. You can buy goods over the counter or have goods delivered directly to your lab or office.

Departments and Faculties interested in learning more about the cost effective and quality services offered by MDC are invited to call Danny Paul, Manager, at 978-6460.

Linda Lewis, Administrator of the Department of Botany called recently and invited Danny to make a presentation to the Department of Botany. The meeting was well attended and many staff from Botany have now become regular users. Toronto Western Hospital has also arranged for a presentation.

Find out what MDC can do for you.

Call Danny Paul to arrange a presentation for your group.



## "Everybody Sells-Think Strawberries"

by Dorothy Gulliver

With the mission of Central Services to be a service oriented, cost effective division which provides a multitude of services to the Faculty of Medicine as well as the University, it was our pleasure to have Mr. Clare Copeland as our guest speaker recently. Clare is the Canadian President of Granada T.V., an international company well known for its commitment to service. Our staff were impressed with Clare's presentation of "Everybody Sells-Think Strawberries" which tells of a hotel chain which rose from mediocrity to excellence in its field. The secret was total involvement of all staff, from the maids and waiters to the top executives, in making them "salespeople." By becoming genuine hosts and hostesses and making guests feel they had been invited to their home, repeat business was inevitable.

In a matter of months the hotel had 1400 salespeople who collectively were developing sales through a commitment to service.

Our sincere thanks to Mr. Copeland, who inspired all at Central Services to reinforce our commitment of service to our clientele. I'm sure we all benefitted from this enjoyable evening — the presentation and the opportunity for all staff to get together.

## W.P. Does Not Stand For Wild Parties!

by Eva Broad

Nor does it mean Weird, Wicked or Wacky People, but it could mean Wang Professionals. Actually the W.P. Centre (Word Processing) consists of three individuals (the term is not used loosely) who enjoy working with the Wang OIS-140-3 (a rather powerful creature) and are dedicated to producing printed material which is accurate and professional in appearance.

### Wildly Put

All three Work Proudly to Willingly Produce Well Printed documents!

The three members of our staff are foreigners to the Province of Ontario, having emigrated from Halifax, N.S., Kelowna, B.C., and Montreal, Quc.

They now consider the Toronto area their home and the University of Toronto a second home.

Hyla Levy, our former Haligonian, left a career in *Surgery* (Department of) to *operate* one of our Wang terminals. Her deft fingers allow her to type at remarkable speeds.

The Westerner and newest member of the group is Ilone Eurchuk. Her field of interest now includes a VDT screen rather than the radar screen she monitored as an air traffic controller. Perhaps that explains why very little goes unnoticed in her presence!

Eva Broad, our refugee from La Belle Province, has forsaken the vacuum cleaner and dish towel to become part of the Centre. Instead of playing bridge on her personal computer in Markham she is now more concerned with scheduling, cost effectiveness and operator efficiency.

All three are anxious to be of service to all departments in the University, hospitals and other non-profit organizations. We also welcome work from students. Our service can be used on a regular, sporadic or one-time basis.

Think of us:

- when workload does not justify another full-time employee
- during peak periods when the work cannot be handled without undue pressure
- when budget cuts reduce staff complement

We have a part-time staff which can be brought in to extend our hours of service and to improve your job turnaround time.

Please visit us in Room 3247, Medical Sciences Building or call 978-5021.

## LOOK:

## Further Price Discounts to MDC Users!!!

by Danny Paul

MDC Buying, in cooperation with the Purchasing Department at 215 Huron St., negotiated a new price discount structure with Fisher Scientific.

Fisher had previously agreed to a general price discount on goods purchased by the University of Toronto. Based on efficient, coordinated volume purchases, Fisher now offers an additional 10% discount, exclusively for MDC users. This offer took effect September 1st, 1985.





## Problems?

They may be your problems but they're our OPPORTUNITIES. Do you have difficulty with:

- transportation
- couriers
- mail
- staffing
- taxi service
- typing
- blue collar workers
- supplies
- monkeys?

Put the MONKEY on our back. Call 978-4427.

## Blanket Orders — MDC

by Danny Paul

**Definition:** An agreement whereby goods are bought from suppliers without the formality of an official Purchase Order.

**Delivery:** Goods are usually delivered within 48 hours from Toronto suppliers.

**Usage:** Blanket Order numbers are for the sole use of the MDC Buying Office and should not be quoted by customers.

**Advantages:**

- convenience
- short lead time
- substantial discounts

**Number:** 246

**Vendor Names:** A list of all Blanket Order Suppliers (July 1, 1985 to June 30, 1986) is available from the MDC Buying Office.

**Contact:** Sheik Alli in the MDC Buying Office at 978-7401 or drop in to the Buying Office, Room 1326A, Medical Sciences Building.

## Duplicating Problems? OOPS... Opportunities?

Call Chris Barton or Mary Lenius at 978-4270. This is an indication of the quality of our work:

### The Duplicating Centre Customer Response Card 012037

Please let us know what you think of our service by adding an expression to each face.

How do you feel about the way we treated you?



How do you feel about the time frame for completion of this job?



How do you feel about the quality of this work?



Any other comments? Keep up the good work!  
One of the nicest departments on campus  
to deal with

Other office services are: Word Processing, Temporary Personnel, Photocopy, Mail Sorting and Metering and Specialized Mailing Services. For more information call 978-4427.

### The Duplicating Centre Customer Response Card 012202

Please let us know what you think of our service by adding an expression to each face.

How do you feel about the way we treated you?



How do you feel about the time frame for completion of this job?

How do you feel about the quality of this work?

Any other comments? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Other office services are: Word Processing, Temporary Personnel, Photocopy, Mail Sorting and Metering and Specialized Mailing Services. For more information call 978-4427.

## Are You a Radioisotope User?

by Danny Paul

MDC has recently concluded negotiations with Radioisotope Suppliers. The MDC Buying Offices were able to negotiate further discounts this year.

One of the highlights of the negotiations was the removal of the handling charges from New England Nuclear. The new arrangement is:

- Orders placed through MDC by 1:00 p.m.-no handling charge.
- Orders placed after 1:00 p.m.-\$12.00 handling charge (as before).

## Client Service Representative

by Marilyn Hodgkinson

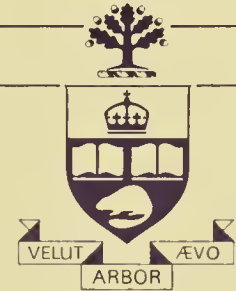
As a further service to our users, we are currently in the process of hiring a Client Service Representative for Office Services. It will be the responsibility of the Client Service Representative to visit our clients and potential clients and to provide feedback on how our services are presently perceived, areas for improvement and opportunities for expansion. This personal approach will enhance present business relationships and develop new ones.

Watch our next issue for a name, face and phone number. Meanwhile, call 978-4427 if you have any questions about how we can help you with:

- mailing services
- photocopying
- duplicating
- word processing
- temporary personnel
- any other activity.

## Faculty Of Arts And Science

### Quick Facts



**Dean:** Robin L. Armstrong

#### Departments, Divisions, Institutes:

31 academic departments:  
Anthropology, Astronomy, Botany, Chemistry, Classics, Commerce and Finance Programmes, Computer Science, East Asian Studies, Economics, English, Fine Art, French, Geography, Geology, German Languages and Literature, History, Italian Studies, Linguistics, Mathematics, Middle East and Islamic Studies, Near Eastern Studies, Philosophy, Physics, Political Science, Psychology, Religious Studies, Slavic Languages and Literature, Sociology, Spanish and Portuguese, Statistics, Zoology.

**Locations:** 18 buildings on St. George campus (not including colleges in which space is occupied by the Faculty, plus facilities at Erindale). A number of departments together with the Administration for the Faculty are located in Sidney Smith Hall.

**Admission Standards:** Grade 13 or equivalent programme with high standing.

**Enrolment:** (St. George and Erindale campuses)

Full-time undergraduates: 15,258 (as of November 1, 1984)

Part-time undergraduates: 8,698

**Degrees Granted:** B.A., B.Sc., B. Comm.

#### Staff:

Academic Staff: 830 full-time or equivalent

Administrative Staff: 380 full-time or equivalent

#### Famous Faculty and Alumni:

Some noteworthy names, past and present, include:

Margaret Atwood, Lester B. Pearson, John Black Aird, Kate Reid, Charles Best, William Davis, Morley Callaghan, Don Harron, Pauline McGibbon, Peter Newman, Norman Jewison.

#### Other Interesting Facts:

A mere recitation of facts and figures can only begin to suggest the strength of this Faculty. Each of its academic departments contains scholars of international repute and researchers from the Faculty are to be found everywhere around the globe working at the frontiers of research, proving as Dean Armstrong is fond of saying, that the "Sun Never Sets on the Faculty of Arts and Science."

## Our Problem — John's Opportunity

by Marilyn Hodgkinson

The creativity and imagination of the staff of Central Services was recently put to the test when we decided to publish this newsletter. A departmental contest with a cash prize was held to find a name for the new publication. John Laughlin from our Mail Service put forward the winning name of 'Rapping Paper', as well as 31 other suggestions. Congratulations to John on selecting a most appropriate name for our new publication.



## New Staff



### Bobbie Doucet

Bobbie Doucet, the new Administrative Assistant for Central Services believes that her business background and the knowledge she has acquired in her various positions over the years will be put to the test in her new position. When asked what brought her to Central Services she said, "I just happened to be in the right place at the right moment so many times in my life that I firmly believe in destiny, and I think it was destiny that brought me to Central Services."

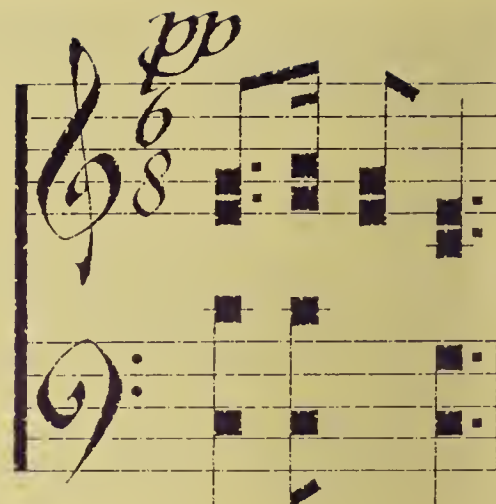
She has had a varied and wide range of experience — Secretary to the Chairman of an international financial group in the Caribbean, Assistant to the President of a Mutual Fund in Germany, Executive Secretary to the President of a mergers and acquisitions firm in Monaco, Executive Secretary to the Assistant Director of Medical Affairs at Ottawa Civic Hospital, numerous positions in the executive offices at Drake International (a large personnel agency), and Corporate Secretary for an international franchising firm from France. She has always applied her "international" experience to local situations, and that's what she intends to do at Central Services.

When asked about her hobbies, she was not one for active sports. "Give me a good book, a comfortable chair and I'm satisfied," she said. Her other hobbies include classical music, needlepoint and travel (naturally).

She has stated firmly, "I am eagerly looking forward to the challenges of my new position with Central Services!" All of us in Central Services know her future with us is destined to be challenging; we hope she enjoys the trip.

### Dorothy Gulliver

Dorothy Gulliver has joined the Faculty to fill the long vacant position of Director of the Division of Central Administrative Services. She has accepted the challenging mandate of improving and broadening the array of services offered by the Division. Her background in sales, marketing and management with Drake International will be a major asset for the Faculty.



## Getting to Know You Getting to Know All About You

Find out who's who in Basic Sciences at the Faculty of Medicine, University of Toronto. Some of Canada's leading scientists and the largest concentration of biomedical expertise are located here. A soft-cover book, appropriately called "Who's Who in Basic Sciences, Faculty of Medicine, University of Toronto" has been prepared by Dr. Keith Moore, Associate Dean of Basic Sciences, to help scientists get to know each other. The book includes entries for over 300 basic scientists. Each entry includes name, appointments, telephone number, research interests, photograph (if available), area of research and disease code.

Copies are \$10, payable by cheque or through your Faculty of Medicine internal account, and are available from the Materials Distribution Centre, Room 1233, Medical Sciences Building or Best Institute, Room 72.

